A M E N D M E N T S   T O   T H E   C L A I M S

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method of communicating with a computer telephony integration server, comprising:

transmitting a request from a client to a web server via a firewall;

receiving a first response from the web server at the client, the response comprising a computer telephony integration applet wherein the computer telephony integration applet encodes ~~encoding the~~ information in extensible markup language; ~~placing~~ and places the encoded information in a simple object access protocol formatted message; ~~and~~

transmitting ~~the~~ a message via the computer telephony integration applet and the firewall to a computer telephony integration sever using a ~~by way of~~ hypertext transfer protocol; and

receiving a second response from the computer telephony integration server.

2. (Original) The method of claim 1, wherein the message is transmitted on a public network

3. (Original) The method of claim 1, wherein the message is transmitted on the Internet.

4. (Currently Amended) The method of claim 1, wherein the firewall transmits the message from the firewall to the computer telephony integration server. ~~further comprising:~~

~~receiving the message at a firewall; and~~

~~transmitting the message from the firewall to a CTI server.~~

5. (Currently Amended) The method of claim ~~4~~ 1, ~~further comprising confirming~~ wherein the firewall confirms the safety of the request ~~at the firewall~~.

6. (Currently Amended) The method of claim 4, ~~further comprising the~~ wherein the firewall ~~transmitting~~ transmits the message to the CTI server if the address of the node transmitting the message is in a database of nodes approved to access the CTI server.

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7. (Currently Amended) The method of claim 4, ~~further comprising~~wherein the firewall will not transmit~~ting~~ the message to the CTI server if the address of the node transmitting the message is not in a database of nodes approved to access the CTI server.

8. (Original) The method of claim 4, wherein the message is transmitted from the firewall to the CTI server on a private network.

9. – 20. (Cancelled)

21. (Currently Amended) A computer telephony integration device, comprising:
a communication adaptor to couple to a public network;
a processor coupled to the communication adaptor to:

transmit a request from a client to a web server via a firewall;

receive a first response from the web server at the client, the response comprising a computer telephony integration applet wherein the computer telephony integration applet encodes the information in extensible markup language and places the encoded information in a simple object access protocol formatted message;

transmit a message via the computer telephony integration applet and the firewall to a computer telephony integration sever using a hypertext transfer protocol; and

receive a second response from the computer telephony integration server.

~~encode a request in extensible markup language;~~
~~place the encoded request in a simple object access protocol formatted message; and~~
~~transmit the message by way of hypertext transfer protocol through the communication adaptor.~~

22. (Original) The computer telephony integration device of claim 21, wherein the processor places the request in a plurality of packets.

23. (Currently Amended) An article of manufacture, comprising:
a computer readable medium having stored thereon instructions which, when executed by a processor, cause the processor to:

transmit a request from a client to a web server via a firewall;

receive a first response from the web server at the client, the response comprising a computer telephony integration applet wherein the computer telephony integration applet encodes the information in extensible markup language and places the encoded information in a simple object access protocol formatted message;

transmit a message via the computer telephony integration applet and the firewall to a computer telephony integration sever using a hypertext transfer protocol; and

receive a second response from the computer telephony integration server.~~encode a request in extensible markup language;~~

~~place the encoded request in a simple object access protocol formatted message; and~~

~~transmit the message by way of hypertext transfer protocol through the communication adaptor.~~

24.   (Original) The article of manufacture of claim 23, wherein the instructions cause the processor to place the request in a plurality of packets.

25. – 26.   (Cancelled)